

# Alaska WIC Vendor Monitoring Instructions & Report Form

## Instructions for Local WIC Agency – *(please review before going to the store)*

Before visiting the store, review the vendor file or contact Vendor Staff at the State Office (907-465-3100) to see if there are problem areas or training needs; for instance, problems with warrant redemption, stocking requirements, authorized foods or other issues that may have resulted in warnings or sanctions. Information on vendor warnings or sanctions may also be viewed on the AK WIC report # 602.

Review your Vendor Training Schedule. Vendors must receive interactive training at least once every three years after initial authorization. Interactive training may be conducted during a routine monitoring visit, scheduled at another time or coordinated with the State WIC agency. Documentation must be provided of the topics covered and the names of attendees. During a routine monitoring visit, vendor staff may request training on particular issues such as authorized foods or warrant transactions. You should bring a copy of the vendor manual with you to help answer any vendor questions or concerns.

In rural areas, be prepared to provide store manager with information regarding current participation levels and estimated stock of WIC foods required to meet their needs.

The following procedure is recommended for the store visit:

- 1) It is suggested that you contact the store manager and advise them of your plan to review the store on a certain date/time. Ask them if they will be available for questions or comments. If not, ask them to appoint someone who you can review any findings. (In rural areas there might be limited store personnel available and agreeing to a set date/time will ensure a representative will be available to discuss any findings.)
- 2) When you get to the store, introduce yourself to the manager and explain that you are going to conduct the inventory and it will take approximately 45 minutes. Advise manager or designated individual that you would like to meet with him/her after you review the stock and talk with cashiers.
- 3) Ask one or two cashiers to complete a quiz while you are checking the stock of WIC foods. This will give the cashier(s) more time to complete the quiz without disrupting customer service.
- 4) Complete the Stock Checklist. Indicate quantity on shelf and write if there are expired, damaged or spoiled items. (Do not use the checkmark to denote problems with stock. Instead write Exp, DMG or SPL.)
- 5) Meet with the manager or PIC and complete the interview. Provide the manager with the opportunity to explain any minimum stock issues. Is there more stock in back? Is there stock on order? If so, note any supporting documentation for **any and all minimum stock issues**. If stock is not located elsewhere in the store or if it is not on order, **notify the manager that they must order stock immediately and provide proof to the WIC Vendor Unit within 30 days.**
- 6) Review the Training Sheet. Document quizzes and discussions with the manager on any topics covered. Ask the manager if they have any training concerns they would like you to cover.
- 7) After you leave the store, complete the Concluding Thoughts portion of the form.

**Please complete ALL information on this form thoroughly and accurately - it will be used to update vendor records. Mail to: DPA/WIC, 130 Seward Street, Room 508, Juneau, AK 99801**

# Vendor Monitoring Report Form

Store Name: \_\_\_\_\_ Vendor No. \_\_\_\_\_ Date: \_\_\_\_\_

Address \_\_\_\_\_

Store Manager: \_\_\_\_\_ Phone No. \_\_\_\_\_

Name of Reviewer: \_\_\_\_\_ Title/Agency: \_\_\_\_\_

## Observations During Store Visit :

1. Are posters such as "We Accept WIC Warrants" displayed at the store to indicate it is a WIC vendor?    ☐ yes    ☐ no
2. Does the store stock a full line of grocery items, including meat, dairy, produce (fresh, frozen, canned) and dry goods?    ☐ yes    ☐ no    (If No, be sure to discuss any stocking concerns with the manager after the review.)
3. Does the store display WIC shelf tags to identify WIC-approved items?    ☐ yes    ☐ no
4. Is store clean and well-organized?    ☐ yes    ☐ no
5. Are items on shelves within manufacturer's "sell by" dates?    ☐ yes    ☐ no
6. Are perishable items stored under proper conditions and temperatures?    ☐ yes    ☐ no

## Interview with Manager or Person in Charge:

1. Has the store had any problems with WIC customers or other aspects of the Program?  
Describe any problems:
2. Do store personnel know how to use the WIC Program Complaint form and the Retraining form?    ☐ yes    ☐ no    (renumbered question)
3. Does the manager post the Newsletter for your cashiers to read?    ☐ Yes    ☐ No    (If no please advise them to.)
4. Ask the manager to account for all minimum stock findings:
5. If problems were identified during the monitoring visit, what is the plan for correcting these problems?
6. Does the manager have any suggestions for improving the Program?

### Concluding Thoughts:

1. Describe general impressions about how well the store is meeting the needs of WIC participants in the area:
  
  
  
  
  
2. If store is in a rural area, approximately how many WIC participants are served by this store?  
  
Is stock adequate for the average number of WIC participants?
  
  
  
  
  
3. If store does not carry a full line of grocery items, (including meat, dairy, produce (fresh, frozen, canned) and dry goods,) please indicate what kinds of grocery items are not stocked:
  
  
  
  
  
4. Describe any problem areas you noted during the visit:
  
  
  
  
  
5. Reviewer's recommendations: (Briefly describe reason(s) for recommending continued authorization or termination (non-reauthorization) of Vendor agreement.)

G. Signature of Reviewer \_\_\_\_\_ Date \_\_\_\_\_



## ALASKA WIC PROGRAM VENDOR TRAINING



If issues arise during monitoring, address them with the manager and document on form.

### Minimum Stock

- Missing items (will order) \_\_\_\_\_
- Outdated items (tossed) \_\_\_\_\_
- Perishable items not under proper conditions and temperatures (list) \_\_\_\_\_
- Clean and orderly store
- Largest size, cheapest price milk and cheese
- Importance of whole milk and low fat versions in UHT, fresh milk, evaporated milk.
- Importance of stocking both sizes of powder milk or similar concern \_\_\_\_\_

Person Trained: \_\_\_\_\_

### Client Topics

- How to use the Request for Training form and the Complaint Form
- Selling nonauthorized foods or allowing client to substitute foods (If vendor is out of stock, they should advise client to contact their Local Agency where they might receive a different warrant or make other arrangements.)

Person Trained: \_\_\_\_\_

### Sanction Topics

- Penalty Points – Specific Issue: \_\_\_\_\_

Person Trained: \_\_\_\_\_

### Accepting Warrants

- Issues accepting warrants
- Issues with vendor stamp, deposits, reimbursables, not to exceeds, or other bank issues

Person Trained: \_\_\_\_\_

Quiz Conducted - Name of Quiz: \_\_\_\_\_

Person Trained: \_\_\_\_\_

Other Issues: \_\_\_\_\_

Person Trained: \_\_\_\_\_

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(Date)

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(Signature of Trainer)

Check the store's stock of WIC foods using the checklist below. Indicate quantity of each item on the shelves and indicate: EXP if expired, DMG if damaged or SPL if spoiled items. Remove any items that meet these criteria.

Food Item	Group A	Group B	Group C	Quantity on Shelf	Note any expired, spoiled or damaged items
<b>CANNED FISH</b> (canned tuna, salmon, or sardines)	Combination of containers must total 90 oz.	Combination of containers must total 150 oz.	Combination of containers must total 450 oz.		
<b>CEREAL</b> (At least 2 kinds of cold and 1 kind of hot. At least 1 must be Whole Grain)	24 boxes	36 boxes	72 boxes		
<b>CHEESE</b>	12 (1 lb) loaves	24 (1 lb) loaves	48 (1 lb) loaves		
<b>DRY AND CANNED LEGUMES</b>	3# dry AND 36 (16oz) cans	4# dry AND 72 (16 oz) cans	12# dry AND 144 (16oz) cans		
<b>EGGS</b>	12 dozen (Dried eggs allowed if fresh eggs are not available. 4 oz pkg=1 doz eggs)	24 dozen	48 dozen		
<b>JUICE</b>	18 (46-48 oz) cans or (12 oz) frozen cans AND 12 (64 oz) plastic containers or (16 oz) frozen cans	30 (46-48 oz) cans or (12 oz) frozen cans AND 20 (64 oz) plastic containers or (16 oz) frozen cans	60 (46-48 oz) cans or (12 oz) frozen cans AND 40 (64 oz) plastic containers or (16 oz) frozen cans		
<b>FRESH MILK</b> (Must at least include nonfat/skim AND whole varieties) _____ check here if exempt	32 gallons (combination of 1/2 and 1 gallon sizes) AND 12 quarts	66 gallons (combination of 1/2 and 1 gallon sizes) AND 24 quarts	132 gallons (combination of 1/2 and 1 gallon sizes) AND 48 quarts		
<b>LACTOSE FREE OR REDUCED MILK</b> _____ check here if exempt	4 (quarts) AND 4 (1/2) gallons (Must at least include nonfat/skim AND whole varieties)	8 (quarts) AND 8 (1/2) gallons (Must at least include nonfat/skim AND whole varieties)	16 (quarts) AND 16 (1/2) gallons (Must at least include nonfat/skim AND whole varieties )		
<b>POWDERED MILK</b>	9 (8qt) boxes AND 6 (3qt) boxes	9 (8qt) boxes AND 6 (3qt) boxes	9 (8qt) boxes AND 6 (3qt) boxes		

<b>EVAPORATED MILK</b>	40 cans (Must at least include nonfat/skim AND whole varieties)	80 cans (Must at least include nonfat/skim AND whole varieties)	120 cans (Must at least include nonfat/skim AND whole varieties)		
<b>UHT MILK</b>	32 quarts (Must at least include nonfat/skim AND whole varieties)	32 quarts (Must at least include nonfat/skim AND whole varieties)	32 quarts (Must at least include nonfat/skim AND whole varieties)		
	If approved for a fresh milk exemption, must stock 144 qts UHT total				
<b>PEANUT BUTTER</b>	12 jars	24 jars	48 jars		
<b>SOY BEVERAGE</b> (Pacific Ultra Soy or 8th Continent brands only) _____ check here if exempt	24 quarts (Must include some quart sizes)	36 quarts (Must include some quart sizes)	48 quarts (Must include some quart sizes)		
<b>TOFU</b> (only approved brands) _____ check here if exempt	3 packages	6 packages	10 packages		
<b>INFANT FORMULA</b> _____ check here if exempt	32 cans (12.9oz) Similac Advance Early Shield-powder, 12 cans (12.9oz) Similac Isomil Advance - Powder, and 12 cans (12.9oz) Similac Sensitive-powder	44 cans (12.9oz) Similac Advance Early Shield-powder, 22 cans (12.9oz) Similac Isomil Advance - Powder, and 20 cans (12.9oz) Similac Sensitive-powder	88 cans (12.9oz) Similac Advance Early Shield-powder, 58 cans (12.9oz) Similac Isomil Advance - Powder, 42 cans (12.9oz) Similac Sensitive-powder, 120 cans Concentrate Similac Advance Early Shield, 60 cans Concentrate Similac Sensitive, and 84 cans Concentrate Similac Isomil Advance		
<b>INFANT CEREAL</b>	6 (8oz) boxes (Must at least include Rice Cereal)	12 (8oz) boxes (Must at least include Rice Cereal)	24 (8oz) boxes (Must at least include Rice Cereal)		
<b>INFANT MEATS</b> _____ check here if exempt	36 (2.5oz) jars (Gerber or Beechnut brands only)	72 (2.5oz) jars (Gerber or Beechnut brands only)	144 (2.5oz) jars (Gerber or Beechnut brands only)		

<b>INFANT FOODS (FRUITS &amp; VEG)</b> (Approved brands: Gerber, Beechnut, Nature's Goodness, or Parent's Choice) _____ check here if exempt	<b>512 oz total</b> (ex: 128 (4oz) jars or 74 (3.5oz-2packs) plastic containers. <b>Must stock 2 fruit and 2 veg varieties</b>	<b>1024 oz total</b> (ex: 256 (4oz) jars or 147 (3.5oz-2packs) plastic containers. <b>Must stock 2 fruit and 2 veg varieties</b>	<b>2048 oz total</b> (ex: 512 (4oz) jars or 292 (3.5oz-2packs) plastic containers. <b>Must stock 2 fruit and 2 veg varieties</b>		
<b>WHOLE GRAIN BREAD, BUNS &amp; ROLLS</b> (only approved brands and varieties)	12 packages (must include a 14-16 oz variety)	24 packages (must include a 14-16 oz variety)	48 packages (must include a 14-16 oz variety)		
<b>WHOLE GRAIN TORTILLA and BROWN RICE</b> (Only approved brands of tortillas)	May stock a combination of tortillas and/or rice. <b>8</b> (14-16oz) packages	May stock a combination of tortillas and/or rice. <b>16</b> (14-16oz) packages	May stock a combination of tortillas and/or rice. <b>32</b> (14-16oz) packages		
<b>FRUITS AND VEGETABLES</b> (Must stock at least 2 fruit and 2 veg varieties)	\$100 (Can meet requirement by solely stocking required frozen or canned fruits or vegetables. Encouraged to have as much fresh produce as possible)	\$200 (Must stock $\geq$ \$100 of required fresh fruits and vegetables)	$\geq$ \$400 (Must stock $\geq$ \$275 of required fresh fruits and vegetables)		





## Vendor Monitoring Managers Quiz

Department of Health & Social Services  
Div. of Public Assistance Family Nutrition Programs-WIC  
130 Seward Street, Room 508  
Juneau, AK 99801  
(907)465-3100 FAX: (907) 465-3416



Store Name: \_\_\_\_\_ Vendor No. \_\_\_\_\_

Address \_\_\_\_\_ Local Agency: \_\_\_\_\_

Name of Cashier: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Store Manager or PIC: \_\_\_\_\_

### Submit completed quiz to the WIC staff conducting the Vendor Monitoring.

1. What does "Minimum Required Stock" mean?
  - a) Vendors can stock the shelves with any amount of WIC food items they want
  - b) Local agencies come in and establish the stock requirements for each store.
  - c) Vendor must maintain minimum required stock of WIC approved foods based on the yearly minimum stock requirements list.
2. Should vendors train all cashiers regardless of department?      **Yes**      **No**
3. If WIC participants are rude and abusive to store employees, what should you do?
  - a) Tolerate their behavior, get them out of the store as soon as possible and report nothing.
  - b) Call the police and file a complaint report.
  - c) Politely try to calm them down and help them with their problem, fill out a complaint form after they leave and send it to the local WIC agency.
  - d) Ask them to leave the store, file a complaint form with the local WIC agency.
  - e) Call the State or local WIC office for help.
4. Can stores be required to participate in mandatory training? **Yes**      **No**
5. Can a store be terminated as a vendor for not having the required minimum stock of WIC foods?      **Yes**      **No**
6. What baby cereal are stores required to stock:
  - a) 8 oz Rice
  - b) 16 oz Rice
  - c) 3 varieties in any 8 oz or 16 oz size



7. If you need to contact your local WIC agency, where can you find their contact information?
  - a) WIC Vendor Manual
  - b) WIC Web site
  - c) Call the WIC Vendor Unit
  - d) All of the above
8. A client comes in with a warrant for soy beverage, but you have an exemption for the product and don't carry it in stock:
  - a) Sell them the beverage of their choice
  - b) Sell them low fat milk
  - c) Refer them back to their local agency
9. When checking out, A WIC client should: (circle correct answers)
  - a) Be directed to the family friendly check stand only
  - b) Not be allowed to check out at the pharmacy
  - c) Not be allowed to check out at the hardware register
  - d) Allowed to check out at any register
10. You discover your cashier received an outdated warrant, what should you do?
  - a) Deposit the check right away.
  - b) Call the client to come back and get the check.
  - c) Contact the local agency and ask if it possible to trade it for the correct months check.
11. What can happen if WIC warrants are not stamped with the store's Vendor Number?
  - a) Store can be disqualified from the WIC program
  - b) The State Agency's Bank will reject payment of the warrant
  - c) The wrong store may get paid for the warrant
12. You receive a rejected warrant back from the bank and it has no vendor stamp:
  - a) Call the WIC Vendor Unit and complain.
  - b) Stamp the check and fill out the request for reimbursement form and submit by mail to the bank.
  - c) There is nothing you can do about the warrant you will not be paid.



**Vendor Monitoring Food Quiz**  
Department of Health & Social Services  
Div. of Public Assistance Family Nutrition Programs-WIC  
130 Seward Street, Room 508  
Juneau, AK 99801  
(907)465-3100  
FAX: (907) 465-3416



Store Name: \_\_\_\_\_ Vendor No. \_\_\_\_\_

Address \_\_\_\_\_ Local Agency: \_\_\_\_\_

Name of Cashier: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Store Manager or PIC: \_\_\_\_\_

**Submit completed quiz to the WIC staff conducting the Vendor Monitoring.**

1. Which of the following is NOT a WIC approved cheese?
  - a) Extra Sharp Cheddar
  - b) Philadelphia cream cheese.
  - c) Monterey Jack cheese with jalapeno peppers
  - d) 12 oz Cheddar
  - e) All of the above
2. If your store has a “buy one, get one free” special, can WIC participants get a free item?
  - a) Yes, but the item they buy with the WIC warrant must be an approved WIC food
  - b) No, WIC participants cannot use store specials
3. Is Kellogg’s Corn Flakes a WIC approved cereal? Yes No
4. Can a participant buy sliced cheese from the deli? Yes No
5. Can a client purchase a 46 oz size can of juice with a warrant that states 64 oz plastic or 16 oz frozen? Yes No

6. A client wants to purchase lactose free milk and/or buttermilk with a low fat fresh warrant.
  - a) They cannot purchase the buttermilk because it is not a low fat milk
  - b) They cannot purchase either one as neither one is listed
  - c) They may purchase some milk and some or all buttermilk
  - d) They may purchase some milk and some or all lactose free milk
7. Circle the false statement(s):
  - a) If the 16 oz store brand of low sodium peanut butter is cheaper than the only 18 oz size low sodium peanut butter, the client must purchase the smaller size?
  - b) Clients are not allowed to purchase Natural peanut butter.
  - c) If a client wants to purchase 18 oz of Chunky peanut butter and the 18 oz creamy is cheaper, they must take the creamy.
8. Which brands of infant cereal are WIC-approved?
  - a) Gerber only
  - b) Beech Nut and Gerber DHA and Nature's Goodness
  - c) Beech Nut, Gerber and Nature's Goodness
9. Is cranberry juice approved for the Alaska WIC program? Yes    No
10. Circle the false statement(s):
  - a) A client can purchase Better Oats cereal in 7.0 oz. if it is the largest size in stock
  - b) A client wants to purchase 36 oz cereal with a warrant for 36 oz, but they must take 2 – 18 oz boxes instead.
11. If WIC participants are rude and abusive to store employees, what should you do?
  - a) Tolerate their behavior, get them out of the store as soon as possible and report nothing.
  - b) Call the police and file a complaint report.
  - c) Politely try to calm them down and help them with their problem, fill out a complaint form after they leave and send it to the local WIC agency.
  - d) Ask them to leave the store, file a complaint form with the local WIC agency.
  - e) Call the State or local WIC office for help.
12. If a client comes into your store to purchase Similac Advance powder and you are out you should:
  - a) Sell them a different brand?
  - b) Sell them Similac Sensitive or Isomil?
  - c) Sell them Similac Advance concentrate
  - d) Refer them back to their local agency

13. What type and brand of Oatmeal is WIC approved?
- a) Quaker – any size packet up to 36 oz
  - b) Any store brand instant oatmeal in the individual serving packets 11.8 or larger
  - c) Quaker, Ralston, Western Family and Better Oats in individual servings only in 11.8 oz or larger size.
14. If a warrant does not include infant formula, does the participant have to buy all the items listed on the warrant? **Yes    No**
15. If a client has a check for 3 quarts of fresh milk, they:
- a) Can purchase 3 separate quarts
  - b) Can purchase 3 quarts of UHT
  - c) Must purchase ½ gallon fresh milk along with 1 quart fresh milk
16. If a client wants to purchase 3 quarts of powder milk and the store is out:
- a) Let them have the larger size 9 quart powder milk.
  - b) Give them an equivalent size in UHT milk
  - c) Given them an equivalent size in evaporated milk
  - d) Refer them back to their local agency
17. If a client has a warrant for 16 oz of whole grain bread, bun or roll and your store is out:  
(Circle the correct answer(s)).
- a) Allow them to purchase a larger size of whole grain bread
  - b) Provide them with a pink rain check
  - c) Tell them they can have up to 16 oz. whole grain tortilla or rice
  - d) Allow them to purchase a 10 oz whole wheat bun
  - e) Apologize and advise the store manager there are no 14-16 oz whole grain products



## Vendor Monitoring Cashier Quiz

Department of Health & Social Services  
Div. of Public Assistance Family Nutrition Programs-WIC  
130 Seward Street, Room 508  
Juneau, AK 99801  
(907)465-3100  
FAX: (907) 465-3416



Store Name: \_\_\_\_\_ Vendor No. \_\_\_\_\_

Address \_\_\_\_\_ Local Agency: \_\_\_\_\_

Name of Cashier: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Store Manager or PIC: \_\_\_\_\_

**Submit completed quiz to the WIC staff conducting the Vendor Monitoring.**

500-01:99999999:101607::

**Not to exceed \$200**

Valid between **10/16/2007** and **11/16/2007**

### STATE OF ALASKA TREASURY WARRANT WIC PROGRAM

89-52  
1252

W31975E

Warrant No. 83773379

Date	Signature
Mother Or Father for Baby	

36 oz.....CEREAL  
2 LB.....CHEESE  
1 doz.....EGGS, sm, med, lg or xl  
2.....JUICE, 46 oz, 11.5 oz conc., or 11.5-12 oz frozen  
1 gal.....MILK, fresh  
18 oz.....PEANUT BUTTER or 1 LB dry BEANS/PEAS/LENTILS



Actual Amount of Sale \$
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Vendor Stamp  
Vendor must deposit by 12/16/2007  
or Warrant will be deemed paid

⑈83773379⑈ ⑆125200523⑆ 729681005678⑈

*Please use the sample warrant above to answer the following questions:*

1. What is the first date a cashier may accept this check. \_\_\_\_\_
2. What is the last date a cashier may accept this check. \_\_\_\_\_
3. Does the WIC participant have to purchase all items listed on this warrant? Yes    No

4. When should the cashier check a participant's picture ID?
  - a) After the warrant has been signed to verify signature matches ID
  - b) Check the picture ID before ringing up items and hold the ID so signature can be verified after warrant is signed.
  - c) Only if the cashier does not know the participant
5. When does the participant sign the warrant?
  - a) Before the cashier rings up the WIC items
  - b) After the items have been rung up and the amount has been written on the warrant
  - c) The warrant should be signed before the participant comes to the store
6. Who is responsible for verifying the valid dates of the warrant?
  - a) The store cashier
  - b) The participant
  - c) The local WIC agency
7. Which items must be verified or entered on the warrant prior to depositing it in the bank?
  - a) Vendor number stamp
  - b) Valid warrant dates
  - c) Authorized signature
  - d) Correct total amount of sale for items on warrant that were purchased
  - e) All of the above
8. When does a participant have to purchase **all** the items listed on the warrant?
  - a) Only if it is for infant formula
  - b) If the warrant says they have to buy all the items
  - c) Only if the participant feels like buying everything
  - d) Never
9. What is the maximum amount that a check will clear for:
  - a) There is no limit
  - b) \$200
  - c) The amount set by the bank as a not to exceed amount, based upon the foods on the warrant.
10. What happens to a check that is written for over the not to exceed amount?
  - a) The WIC program loses the difference
  - b) The WIC client must pay the difference
  - c) The store loses the difference
11. If a participant has multiple warrants and the total price for all the items being purchased is less than \$200, can all the items be rung up together and the total price written on one warrant? **Yes No**



12. Why do WIC warrants have valid dates printed on them?
- a) To make sure participants buy the nutritious foods they need during each month
  - b) To see if cashiers are paying attention
  - c) So they can't be used if they are lost or stolen
13. If a participant has multiple warrants how should they be processed?
- a) Check all the food items to make sure they are all WIC approved, then ring them up all together and enter the total amount on one of warrants, then void the other warrant(s).
  - b) Process warrants one at a time, making sure the participant has the right foods for each warrant.
  - c) Make the participant wait until all other customers have been served before processing their multiple warrants.
14. If a participant has a warrants that lists "36 oz cereal," can the participant buy one large package as long as it's not more than 36 ounces?                      **Yes    No**
15. Can a client combine two fruit & vegetable warrants together.    **Yes   No**
16. What's the maximum amount of bananas that can be exchanged with a single baby fruit & vegetable warrant?
- a) 1 banana
  - b) 2 bananas
  - c) 1# of banana
  - d) 2# of bananas
17. Circle the following if the baby food products are allowable:
- a) Gerber Stage 1 strawberry-banana
  - b) Gerber Stage 2 peaches and rice
  - c) Gerber stage 2 sweet potato and apple combination
18. A client has a warrant for tofu, soy or lactose-free milk and your store does not stock them. Should you:
- a)        Sell them the beverage of their choice
  - b)        Sell them low fat milk
  - c)        Refer them back to their local agency

## ANSWERS FOR QUIZZES

### Vendor Quiz – WIC Foods

1. e
2. a
3. No
4. No
5. Yes
6. c
7. All are false
8. c
9. no
10. both are false
11. c
12. d
13. c
14. No
15. c
16. d
17. c,d and e

### Vendor Quiz – Cashier

1. 10/16/2007
2. 11/16/2007
3. No
4. B
5. B
6. A
7. E
8. A
9. C
10. C
11. No
12. A
13. B
14. Yes
15. Yes
16. D
17. C only
18. c

### Manager's Quiz

1. C
2. Yes
3. C
4. Yes
5. Yes
6. a
7. d
8. c
9. d
10. c
11. b
12. b